



OneCare Kansas  
Winter 2020



**OneCare Kansas**

## Introduction

- OneCare Kansas (OCK) services are a way people with certain conditions can get extra help.
- An OCK provider gives you a comprehensive and intense system of care coordination. OCK providers integrate and coordinate all services and supports for people with complex chronic conditions



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## Introduction

- OCK services are for people with certain conditions:
  - Paranoid Schizophrenia *or*
  - Severe Bipolar Disorder
  - *Or* have Asthma AND be at risk for developing another chronic condition
    - At risk conditions are specific and include: diabetes, hypertension, kidney disease, cardiovascular disease, COPD, Metabolic Syndrome mental illness (not including Paranoid Schizophrenia and Severe Bipolar Disorder), substance use disorder, morbid obesity, tobacco use or exposure to second hand smoke
- OCK services do not replace care you already get, like doctor visits, medicine, hospital care, therapies, etc.



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## Who Decides When a Person Needs OCK Services

- People are chosen if they have one of the conditions mentioned on the previous slide.
- You will get a letter telling you about OCK if you qualify.



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## Enrollment

- You will receive a letter, but can choose to not participate in the OCK program.
- You will have a choice of OCK providers.
- You will also have the same grievance and appeal rights you have in KanCare



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## More On “Opt In”

- You will return a form if you choose to receive OCK services (“opt in”).
- You don’t have to do anything if you don’t want to participate
- You can also choose a different OCK partner at that time.



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## Invitation Letter & Consent

Member First, Member Last  
Member Medicaid ID

Welcome!

You are eligible to get extra help with a new program in KanCare called **OneCare Kansas**.

OneCare Kansas gives you services that help you get and stay healthy. These services will be provided to you by your current providers with the help of others.

In OneCare Kansas you will have a Care Coordinator who will work with you and your doctors to:

- Pay special attention to your health care needs
- Help you and the important people in your life understand your medical conditions
- Make sure you get the medical services you need at the time you need them
- Attend doctor visits (for some people this may include rides to your visits and support while you're there)
- Help you plan for going home from a hospital stay
- Make sure you get the social and community services you need, such as food and housing

These extra services are free. You will only get them if you want them. The choice is yours. Your other Medicaid benefits will not change.

**MCO NAME** is working with **OCK PARTNER NAME** to give you OneCare Kansas services. If you would like to get these extra services return this letter to MCO ADDRESS with the back page completed and signed. You can use the stamped envelope provided. Once you are enrolled in the OneCare Kansas program your OneCare Kansas partner will contact you. If you have questions or want to change your OCK Partner, call toll free #1-###-###-####.

If you have any questions before that, or want to hear about other OneCare Partners in your area you can speak to a **MCO NAME** Customer Service Representative by calling our toll free # 1-###-###-####. You can also get more information on OneCare Kansas by going to the OneCare Kansas website: <https://www.kancare.ks.gov/consumers/onecare-ks-members>, or by looking at the brochure included in this packet.

*Protect and improve the health and environment of all Kansans*



# OneCare Kansas

## Invitation Letter & Consent (cont.)

**Decision to join OneCare Kansas**  
Please read all the information on this form before you sign it.

*OneCare Kansas* is a program offered in KanCare. It helps you get the care you need to be healthy. It is your choice to join the *OneCare Kansas* Program. If you do not want to join, you will still get your KanCare services.

**How *OneCare Kansas* Partners work together**

A big part of *OneCare Kansas* is making sure hospitals and any of your health care providers work as partners to better care for you. If you join the program, your health information may be shared with hospitals and providers that care for you, if you approve. This could include information from the past or in the future within your health record.

**Right to privacy**

Your health information is private. It cannot be given to other people unless they follow the law. Some special laws cover care for HIV/AIDS, mental health records, and drug and alcohol use. All health care or community service providers who can see your health information must obey all these laws. They cannot share your information unless you agree, or the law says they can give the information to other people. This is true even if your health information is on a computer system or on paper. This form does not change the laws and regulations the providers must follow.

**Consent to Share Substance Use Information (if this applies)**

I agree that MCO NAME may share any information about a substance use disorder for which I have been diagnosed or treated to OCKP NAME. This will allow me to be served in the OneCare Kansas program. I may end my consent at any time unless MCO NAME has already shared my information. My consent will continue no longer than reasonable to serve the purpose for which it is given.

By signing this form, I am deciding to participate in *OneCare Kansas*. I agree to actively participate, and I understand that I can change my mind.

☐ I would like to get these extra services from OCKP NAME

If you would like to participate but want to choose a different OneCare Kansas partner please call MCO NAME at MCO NUMBER.

I would like to get these extra services from \_\_\_\_\_.

Please call me at this phone number: \_\_\_\_\_

**I have read and understand the information in this document and was given the chance to ask questions. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving a reason and without cost.**

\_\_\_\_\_  
Participant's Name (please print)

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Participant's Signature

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Parent/Guardian/ Legal Rep Signature (if applicable)

\_\_\_\_\_  
Today's Date

*Protect and improve the health and environment of all Kansans*



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## What OCK Providers Will Do

- Make a plan to guide you and your doctors and other providers
- Make sure you get the right services at the right time
- Teach you about your conditions and how you can help yourself be healthier



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## What OCK Providers Will Do (cont.)

- Help when you are discharged from a hospital or care facility
- Help you reach your health goals with the help of your family or other helpers and caregivers
- Make sure you get other services and supports you need to stay in your home



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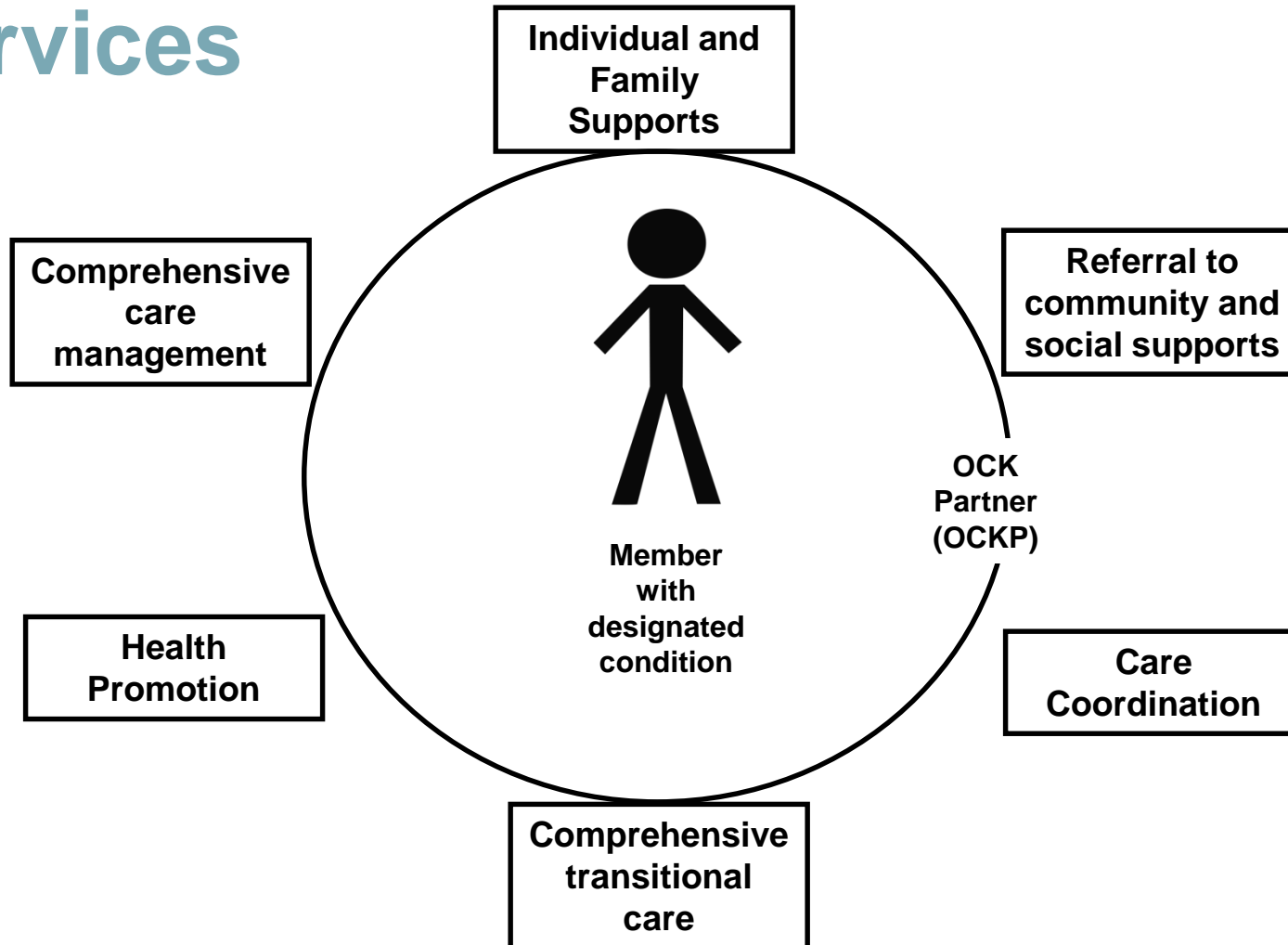
## Kansas Model

### A Team of Health Professionals:

- Fits the special needs of people in KanCare.
- Allows you to get the services you need given the Medicaid group you belong to

\*Goal is to make sure your relationships with your providers are not disrupted.

## OCK Services





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## OCK Improving Health

### OCK makes sure:

- Important information is shared between you and your doctors
- You have the tools needed to help manage your chronic condition
- You get screenings and tests on time
- Your emergency room visits and hospital stays are reduced
- You have community and social supports to help you



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## KanCare OCK Goals

- You stay healthy, out of the emergency room and hospital, and in the community
- You get what you need when you need it to stay healthy
- All the people who provide your care work together.
- Help when you come out of the hospital to make sure you can get to important follow-up visits to doctors or other providers.

## Frequently Asked Questions

- **Does OCK provide all services a person needs?**
  - No. The OCK partner coordinates and manages care. It also provides supports and referrals for the person and their family. OCK does not replace services like doctor visits, prescription drugs, hospital care, or therapies. OCK also does not replace support services received at home or in the community, like personal care.
- **Do I have to pay for OCK services?**
  - No. There is no additional cost to you for these services.



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## Frequently Asked Questions (cont.)

- **Are there OCK services right now in Kansas?**
  - Not yet. Beginning on April 1, 2020 there will be OCK services in KanCare, the Kansas Medicaid program. The work to define everything required for OCK in KanCare is going on right now.

# Thank you/ Questions?



Web Page: [www.kancare.ks.gov](http://www.kancare.ks.gov)

Monthly Newsletter: OCK Implementation Newsletter

E-mail questions/comments: [OneCareKansas@ks.gov](mailto:OneCareKansas@ks.gov)